

## EXHIBIT C: CFSA PROJECT TEAM

CFSA will restructure the existing FACES project team within thirty days after the Contractor has been selected to prepare for maintenance and support of the current-client server and the development of FACES.NET. Two Project teams will be created: Maintenance and Support of Client-Server FACES Project Team and the FACES.NET Project Team.

### **Maintenance and Support of Client-Server FACES Project Team**

The Agency will dedicate approximately fourteen (14) FTEs to the FACES.NET project. There are one point five (1.5) FTEs providing managerial oversight and four point five (4.5) FTE Functional Team Leads (includes point five (0.5) FTE dedicated as the CFSA Information Security Officer). There are eight point five (8.5) FTEs who will serve as Analysts as they possess an in-depth understanding of CFSA's business processes and technical solutions.

The plan is to divide the client-server project team into three teams: Application and Reporting, Help Desk, and Training.

The Application and Reporting team is responsible for correcting bug fixes, screen enhancements, and creating management reports.

The Help Desk team is the point of contact for reporting and requesting assistance in printing, PCs, application navigation, and other technical or functional requests.

The Training team is responsible for providing functional desk side and classroom assistance to all users.

CFSA's Client-Server FACES project team is comprised of point five (0.5) FTE Project Manager, one (1) FTE Deputy Project Manager, four point five (4.5) FTEs Functional Team Leads and eight (8) FTEs Analysts.

- **Project Manager:** Project Manager is responsible for the achievement of the project's overall goals and objectives
- **Deputy Project Manager:** Deputy Project Manager oversees the three teams in maintaining and supporting the client-server FACES.

- **Functional Team Lead (s):** Functional Team Lead(s) is responsible for overseeing changes in the application, creation of reports, and training users in the client server FACES.
- **Analysts:** Analysts serves various roles, such as providing support on the Help Desk, document business requirements, and providing user training via classroom or desk-side.

### **CFSA FACES.NET Project Team**

The Agency will dedicate approximately twelve (12) FTEs to the FACES.NET project. There are two point five (2.5) FTEs providing managerial oversight and three point five (3.5) FTEs Functional Team Leads. There are five point five (5.5) FTEs who will serve as Analysts as they possess an in-depth understanding of CFSA's business processes and technical solutions. There is one (1) FTE who is currently a PowerBuilder developer and will be up to speed in coding for .NET. The additional three (3) FTEs staff to be hired will be re-deployed from other CFSA roles and will bring with them a detailed understanding and hands-on child welfare expertise in specific areas of FACES functionality.

The plan is to divide into four teams; each team will focus on a different function of FACES.NET, with responsibility for the application, management reports, and documentation for their respective sections. The teams will be responsible for:

- Intake and Investigation
- Common Workflow, Personnel, and Approval
- Case Management
- Finance and Administration

CFSA's FACES.NET project team is comprised of point five (0.5) FTE Project Manager, one (1) FTE Deputy Project Manager, one (1) FTE Training Manager, three point five (3.5) FTEs Functional Team Leads, five (5) FTEs Analysts, and one (1) FTE Developer.

- **Project Manager:** Project Manager is responsible for the achievement of the project's overall goals and objectives
- **Deputy Project Manager:** Deputy Project Manager oversees the four teams in designing a user-friendly GUI that best represents the Agency's business processes
- **Technical Team Lead:** Technical Team Lead is responsible for providing managerial oversight and direction in the software development and architectural infrastructure.

- **Functional Team Lead (s):** The Functional Team Leads is responsible for ensuring that detailed, comprehensive, and in-depth designs are completed, tested, and implemented
- **Analysts:** Analysts meets with users to optimize navigation in order to meet their business needs
- **Developer:** Developer serves as an Analyst by assisting in documenting the business process, and as a Developer by coding descriptive requirements

Additionally, CFSA will dedicate nine (9) FTEs for Network and PC support. These are: one (1) FTE Network Technical Manager, who provides direct and managerial oversight to one (1) FTE Information Technology Supervisor, one (1) FTE Network Engineer, and six (6) PC Technicians.